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Attorney Docket No.: 27996-133  
(formerly 103180-45024)

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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.  
Serial No.: 09/745,305 Group Art Unit: 2614  
Filed: December 21, 2000 Confirmation No: 2060  
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH  
CUSTOMER SERVICE AGENTS**

**MAIL STOP AF**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

### NOTICE OF APPEAL TO THE BOARD OF PATENT APPEALS AND INTERFERENCES UNDER 37 C.F.R. §1.191

Pursuant to 37 C.F.R. §1.191, Applicant hereby appeals to the Board of Patent Appeals and Interferences from the Examiner's October 13, 2006 Final Office Action finally rejecting the claims in the above-identified application. A check in the amount of \$500.00 for filing this appeal is enclosed herewith, as required by 37 C.F.R. § 1.17(b). Applicant is filing concurrently herewith a petition for a one-month extension of time pursuant to 37 C.F.R. §1.136(a)(1) and the required fee in the amount of \$120.00. With the extension, the Notice of Appeal is due on or before February 13, 2007.

The Director is authorized to charge any additional fees that may be due, or credit any overpayment of same, to Deposit Account No. 50-0311, Ref. No. 27996-133, Customer No. 35437. A duplicate copy of this Notice is enclosed.

Respectfully submitted,

Boris A. Matvenko, Reg. No. 48,165  
Attorney for Applicant  
MINTZ, LEVIN, COHN, FERRIS  
GLOVSKY AND POPEO, P.C.  
Chrysler Center, 666 Third Ave., 24<sup>th</sup> Fl.  
New York, NY 10017  
Tel: (212) 935-3000  
Fax: (212) 983-3115

Dated: February 13, 2007

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